



Health Care for Active Duty members on Temporary Duty

TEO FS-17

"Your Passport to Quality Health"

Fact Sheet

The following is an overview of what you need to know about your health care if you are an Active Duty member stationed in CONUS and are now TDY/TAD in TRICARE Europe's Area of Responsibility (Europe, Africa, Middle East).

For more TRICARE information, visit us online or call the number that corresponds to the TRICARE region in which you are enrolled back in the U.S. You may also contact your nearest TRICARE representative – see reverse for contact information and locations.

Health Care While TDY/TAD Overseas

When you are TDY/TAD in Europe, Africa, or the Middle East from the U.S. or from another overseas location, you will remain enrolled in the TRICARE region of your permanent duty station.

As a general rule, health care for TDY/TAD members is limited to emergency or urgent procedures, operations, or treatments. If you require emergency or urgent medical care while on temporary duty overseas, seek it at the nearest military Medical Treatment Facility (MTF) if possible. If you aren't certain where to go, contact your nearest TRICARE Service Center (TSC) for referral to a host nation provider or seek care at the nearest emergency room, hospital or clinic. In all cases, you must contact your servicing TRICARE Service Center as soon as possible — preferably before care is rendered or immediately afterward if this is not possible. Your *servicing* TSC is in the region where you permanently reside. This contact step is essential to make sure your claims are processed correctly.

Health Care in EUCOM AOR

If you are on temporary duty in Europe, you are probably assigned to an area near a military MTF. In this case, you will receive your care from military providers. If your military provider refers you to a civilian doctor in your host nation, the MTF will take care of your bill.

Remember that you must always have preauthorization for any treatment received on the economy, except for emergencies.

If you are in a EUCOM area without a MTF (e.g. Africa or Eastern Europe), medical representatives at your location will explain how you receive urgent and emergency care. If you have questions about your health care or do not know who to contact for help, please give us a call.

Health Care in CENTCOM AOR

If you are on temporary duty in Central Command, you are entitled to receive urgent and emergency care from International SOS (except in Bahrain, which has a permanent military MTF – See the first paragraph of "Health Care in EUCOM" at left for procedures). International SOS is a DoD-contracted service that provides urgent and emergency medical and dental services for active duty service members. Contact your TRICARE Point of Contact (POC) or TRICARE Europe's Centralized TSC for more details (see reverse).



Preauthorization for Non-emergency Care

Remember that preauthorization from your TSC (your permanent duty station health care region) is required for any non-emergency civilian care received overseas in CENTCOM or EUCOM.

Filing a Claim

If you receive emergency or authorized medical care from a host nation provider in the TRICARE Europe network, you will have to file your claim with your permanent TRICARE region back home. Don't worry – we don't expect you to do this alone! Take your claim paperwork and bill to your nearest TRICARE Service Center or call the Centralized TSC (see reverse). We are available to help walk you through this process.

You may obtain claim forms from your nearest TSC. You may also download them from the Internet at www.tricare.osd.mil/claims.

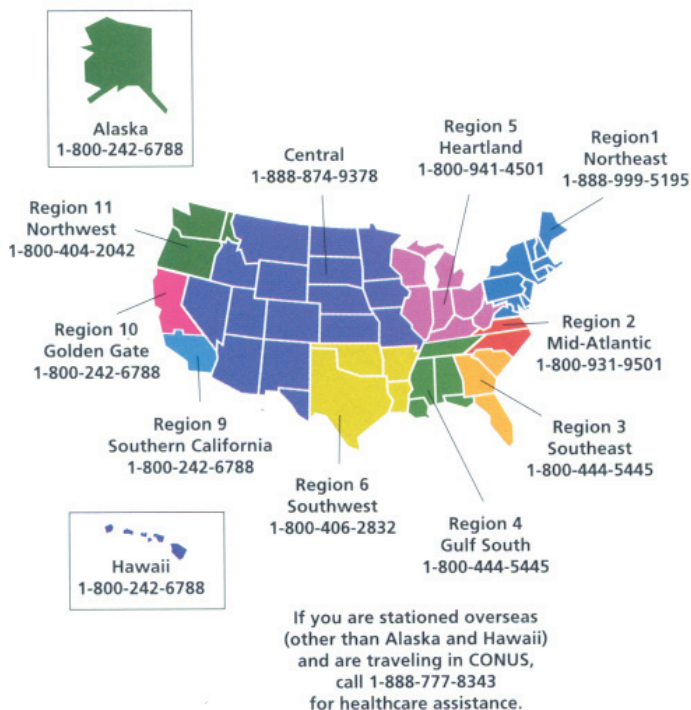
What if you get a check in the mail?

Stateside TRICARE claims processors can neither send a U.S. check to a provider in a foreign country nor write a check in a foreign currency. For these reasons, you will typically receive a check in the mail from TRICARE. Don't keep it! This money is intended to pay for authorized care you received from a host nation provider overseas. Please contact your nearest TSC (or the Centralized TSC) if you need help paying your provider. Anytime you receive care from a host nation provider while TDY/TAD overseas, it is a good idea to keep a copy of the bill if possible. At a minimum, write down the name and contact information for your provider. This will help us ensure that proper payment is made.

When in Doubt, Contact Us!

You can find TSC contact information below, or via our web site. You will also find the appropriate telephone number for the TRICARE region in which you permanently reside at right. Finally, you may also contact the TRICARE Europe Centralized TSC at 011-49-302-67-7433/34 or toll-free (from the U.S.) at

TRICARE Regions Worldwide



TRICARE Service Centers in Europe

TRICARE Europe Office, Sembach Airbase, Germany — Commercial: (country code 49) 06302-67-6312/6314 or DSN: 496-6312/6314

| Facility | Commercial Telephone | DSN Telephone | Facility | Commercial Telephone | DSN Telephone |
|--|--|---------------|--|-----------------------|---------------|
| <u>GERMANY</u> (Country Code 49) | | | <u>BELGIUM</u> (Country Code 32) | | |
| Babenhausen USA Clinic | 06073-38-574/313 | 348-3574/3313 | Brussels NATO Clinic | 02-717-9503 | 365-9503 |
| Bad Aibling USA Clinic | 08061-80-3851 | 441-3851 | SHAPE (Mons) Clinic | 06-544-5837/5853 | 423-5974/5853 |
| Bamberg USA Clinic | 0951-300-7420/7897 | 469-7420/7897 | <u>GREECE</u> (Country Code 30) | 0821-66-200-1580/1590 | 266-1580/1590 |
| Baumholder USA Clinic | 06783-6-6570/6205 | 485-6570/6205 | Souda Bay USN Clinic | | |
| Bitburg-Spangdahlem USAF Hospital | 06561-69-3100/3110 | 453-3100/3110 | | | |
| Büdingen USA Clinic | 06042-80-820/789 | 321-4820/4789 | <u>ICELAND</u> (Country Code 354) | 425-3256/3229 | 228-3256/3229 |
| Butzbach USA Clinic | 06033-9821-45/48 | 345-4045/48 | Keflavik USN Hospital | | |
| Darmstadt USA Clinic | 06151-69-7380/6791 | 348-7379/6791 | | | |
| Dexheim USA Clinic | 06133-69956 | 334-5956 | | | |
| Friedberg USA Clinic | 06031-81-3112/3652 | 324-3112/3652 | | | |
| Geilenkirchen USAF Clinic | 02451-99-3400/3401/3402 | None | | | |
| Giebelstadt USA Clinic | 09334-8-7411/7610 | 352-7610/7411 | | | |
| Grafenwöhr USA Clinic | 09641-83-7424/8307 | 475-7424/8307 | | | |
| Hanau USA Clinic | 06181-500-6608/6610 | 328-6608/6610 | | | |
| Heidelberg USA Hospital | 06221-17-2362/2363 | 371-2362/2363 | | | |
| Hohenfels USA Clinic | 09472-83-4528/4538 | 466-4528/4538 | | | |
| Illesheim USA Clinic | 09841-83-512/588 | 467-4512/4588 | | | |
| Kaiserslautern USA Clinic | 0631-411-6358/6359 | 483-6358/6359 | | | |
| Katterbach USA Clinic | 09802-83-2619 | 467-2619 | | | |
| Kitzingen USA Clinic | 09321-305-415 | 355-8415 | | | |
| Landstuhl RMC | 06371-86-6374/8234 | 486-6374/8234 | | | |
| Mannheim USA Clinic | 0621-730-4708 | 380-4708 | | | |
| Ramstein USAF Clinic | 06371-46-2616/2557 | 479-2616/2557 | | | |
| Rhein-Main USAF Clinic | 069-69719-265 | 330-4265 | | | |
| Schweinfurt USA Clinic | 09721-96-6638 | 354-6638 | | | |
| Stuttgart USA Clinic | 0711-680-8625/8638 | 430-8625/8638 | | | |
| Vilseck USA Clinic | 09662-83-2026/2000 | 476-2026/2000 | | | |
| Wiesbaden USA Clinic | 0611-705-5248/7316 | 337-5248/7316 | | | |
| Würzburg USA Hospital | 0931-804-3372/3873 | 350-3372/3873 | | | |
| TRICARE Europe - Central TRICARE Service Center (CTSC) | 06302-6302-67-7433 or from states 1-888-777-8343 | 496-7433 | | | |
| | | | <u>PORTUGAL</u> (Country Code 351) | 295-57-2262 | 312-535-2262 |
| | | | Lajes USAF Clinic | | |
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| | | | <u>SPAIN</u> (Country Code 34) | 956-82-3556/3552 | 727-3556/3552 |
| | | | Rota USN Hospital | | |
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| | | | <u>TURKEY</u> (Country Code 90) | 0322-316-6628/8670 | 676-6628/8670 |
| | | | Incirlik USAF Hospital | | |
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| | | | <u>UNITED KINGDOM</u> (Country Code 44) | 01280-70-8721 | 236-8721 |
| | | | Croughton USAF Clinic | | |
| | | | London USN Clinic | 01895-61-6393/6328 | 235-6338/6324 |
| | | | London USN Clinic | 01895-61-6393/6328 | 235-6338/6324 |
| | | | Menwith Hill USAF Clinic | 01638-52-8688/8719 | 226-8688/8719 |
| | | | St Mawgan USN Clinic | 01637-87-6111 | 234-3568 |
| | | | Upwood USAF Clinic | 01480-844-561/4502 | 268-4561/4502 |